

**ULSS 003099-15**

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USER'S LOGISTICS SUPPORT SUMMARY

**MARINE CORPS COMMON HARDWARE SUITE  
MODERNIZATION PROJECT – FY 00**

NSN 7010-01-464-9357 and 7010-01-464-9363  
7010-01-464-9361 and 7010-01-464-9346  
7035-01-464-9367 and 7035-01-464-9366



MARINE CORPS SYSTEMS COMMAND  
QUANTICO, VA 22134-5010

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January 2000  
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DEPARTMENT OF THE NAVY  
Headquarters, U.S. Marine Corps  
Washington, DC 203 80-0001

31 January 2000

1. This User's Logistic Support Summary (ULSS) authenticated for Marine Corps use and effective upon receipt, advises the Fleet Marine Force (FMF), and other selected commands of the plan to field and logistically support the Marine Corps Common Hardware Suite computers.
2. Submit notice of discrepancies or suggested changes to this ULSS on NAVMC 10772 to: Commander, Attn: PSL, MARCORSYSCOM, 2033 Bamett Ave., Suite 3 15, Quantico, Virginia 22134-5010. In addition, forward an information copy to the Project Officer and the ILS Manager at the following address: Commander, Attn: C4IIT, MARCORSYSCOM, 2033 Bamett Ave., Suite 315, Quantico, Virginia 221345010.
3. This ULSS is applicable to the Marine Corps Reserve.
4. This ULSS supercedes LAP 27-32, dated 1999.

BY DIRECTION OF THE COMMANDER MARINE CORPS SYSTEM COMMAND

OFFICIAL:



G. N. GEORGEADIS

Director, Program Support  
Marine Corps Systems Command

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**USER'S LOGISTICS SUPPORT SUMMARY  
FOR THE  
MARINE CORPS COMMON HARDWARE SUITE  
MODERNIZATION PROGRAM – FY00**

1. Introduction. The Marine Corps Common Hardware Suite (MCHS) modernization program is the initial step in providing a Marine Corps enterprise architecture solution for information technology (IT). Program Objective Memorandum 00 provides funding to initiate centralized procurement of computer hardware. Specifically, fiscal year (FY) 00 begins a planned five-year modernization cycle for commercial-grade, IBM-compatible client workstations (desktop and laptop) and file/application servers. Assets issued under this modernization project are for general-use (i.e., not application program specific). However, at the direction of higher headquarters or at local command discretion, application specific software (e.g., ATLASS II, UDMIPS, JCALS, etc.) may be hosted on these computers. In FY02 and beyond, MCHS procurements and fielding will include computers presently planned to support application specific software programs. In other words, beginning in FY02, IBM-compatible computers will no longer be fielded specifically in support of application specific software. Future expansion will include network related hardware (e.g., routers, hubs, and switches), (external) input/output peripherals, and general-use software. This document will be updated on an annual basis to reflect changes in MCHS.

a. Source of Requirement. The MCHS mission need is documented in the operational requirements document (ORD) for the Marine Corps Global Command and Control System (GCCS), Number CCC 31.1, dated 9 October 1998. The overall Marine Corps IT environment is defined by eight ORDs modeled on the Joint Defense Information Infrastructure Common Operating Environment. Four of the ORDs define the operational requirements that support the common Marine Corps Information Infrastructure and include the GCCS, the Defense Information Systems Network, the Defense Messaging System, and the GCCS ORDs. The Marine Corps GCCS deals with the warfighting applications, specifically, Defense Information System Agency registered applications, and all computer hardware, less mainframe services, in the Marine Corps. The computer hardware is defined by MCHS. The remaining four ORDs define the operational requirements that are specific to unique functional Command, Control, Communications, Computers, and Intelligence requirements.

b. Points of Contact

<u>TITLE</u>	<u>COMMAND ADDRESS</u>	<u>TELEPHONE</u>
PROGRAM	COMMANDER	(703) 784-0740
MANAGER	MARCORSYSCOM	DSN: 278-0740
INFORMATION	CODE C4IIT	
TECHNOLOGY	2033 BARNETT AVENUE	
INFRASTRUCTURE	SUITE 315	
(PM IT)	QUANTICO VA 22134-5010	

<u>TITLE</u>	<u>COMMAND ADDRESS</u>	<u>TELEPHONE</u>
PROJECT OFFICER MCHS MODERNIZATION PROGRAM	COMMANDER MARCORSYSCOM CODE C4IIT 2033 BARNETT AVENUE SUITE 315 QUANTICO VA 22134-5010	(703) 784-0810 DSN: 278-0810
ASSISTANT PROGRAM MANAGER FOR LOGISTICS (APML) IT	COMMANDER MARCORSYSCOM CODE C4IIT 2033 BARNETT AVENUE SUITE 315 QUANTICO VA 22134-5010	(703) 784-0826 DSN: 278-0826
MCHS INTEGRATED LOGISTICS SUPPORT OFFICER (ILSO)	COMMANDER MARCORSYSCOM CODE C4IIT 2033 BARNETT AVENUE SUITE 315 QUANTICO VA 22134-5010	(703) 784-0815 DSN: 278-0815
MCHS WEAPONS SYSTEMS MANAGER (WSM) AND WARRANTY COORDINATOR	LIFE CYCLE MANAGEMENT CENTER ATTN CODE 843-3 CODE 843-3 814 RADFORD BOULEVARD ALBANY GA 31704-0320	(912) 439-6550/1 DSN: 567-6550/1 FAX: -5498
	Email: <a href="mailto:mbmatcom843-3mchs@mcsc.usmc.mil">mbmatcom843-3mchs@mcsc.usmc.mil</a>	

**INFORMATION REGARDING MCHS MAY BE FOUND AT THE FOLLOWING URL:**

<http://buyersguide.marcorsyscom.usmc.mil>

**WARRANTY  
HOTLINE**

**REFER TO WARRANTY LABEL ON EACH CENTRAL PROCESSING  
UNIT (CPU), MONITOR, LAPTOP**

*NOTE: Warranty claims, regardless of place of origin, must go through the vendor **HOTLINE** indicated on the warranty label. Customers may be directed to local repair centers for support. However, the initial call in each case must be to the central **HOTLINE**.*

c. System Description. The MCHS architecture was established to provide commercial, government-off-the-shelf, and nondevelopmental common computer hardware items to program managers, functional managers, Marine Forces, and the supporting establishment. The MCHS includes both UNIX-based computers (Reduced Instruction Set Computers) and Intel-based

computers (Complex Instruction Set Computers) for applications ranging from file/application servers to mobile computing assets. UNIX-based computers are not covered under this ULSS.

d. Operational Characteristics. The MCHS modernization program assets fielded annually by the PM IT will be commercial grade, Intel-based hardware. These are general-use computers. However, as noted above, the computers may be used to host application specific software. The plan, albeit funding constrained, is to replace 20 percent of the enterprise-level inventory on an annual basis. The hardware, although designed for a benign office environment, has been found cost effective for use in field operations. Given normal care and protection that is reasonable for an electronic device, this hardware will provide reliable and high quality performance under most conditions. The MCHS product list is currently limited to the following classes of computer hardware: laptops, desktops, and file/application servers. Within each class there are two levels of performance: 1) entry level or general purpose (GP) version; and, 2) high-end version. Entry level hardware will be replaced on a five year cycle and high-end hardware will be replaced on a three year cycle. After three years in-service, high-end hardware will migrate to entry level status and will be redistributed within the major command, as required, to fill GP level allowance requirements for another two years of use.

e. Replaced Equipment

(1) Computers accounted for under “H” Table of Authorized Materiel Control Numbers (TAMCN) will continue to be accounted for under “H” TAMCNs until retirement from service. There is no formal replacement plan because, from an enterprise perspective, these assets are an unknown entity. MCHS modernization program assets, accounted for under “A” TAMCNs, will replace these assets. Replacement will not necessarily be on a one-for-one basis. Assets with “H” TAMCNs should remain in service for a five-year life cycle. (The exception is non-Y2K compliant hardware; these assets should be immediately disposed of in accordance with current instructions.)

(2) As new computers are fielded annually under the MCHS modernization program, using units should divest themselves of “H” TAMCN computer equipment that exceeds their needs. Excess equipment with remaining service life should be redistributed within the gaining command. Excess equipment that has no remaining service life must be disposed of in accordance with current regulations governing the disposal of computer equipment.

2. Administrative Information

a. Nomenclature

(1) Laptops – Multimedia and GP

(2) Desktops – Technical Workstation and GP Workstation

(3) Servers – Enterprise and GP

b. TAMCNs

(1) Laptops – A90002B and A91002B

(2) Desktops – A92002B and A93002B

(3) Servers – A94002B and A95002B

c. National Stock Number (NSN). New NSNs and associated item designator (ID) numbers will be obtained annually for MCHS hardware to coincide with the beginning of the FY.

(1) Laptops – 7010-01-464-9357 and 7010-01-464-9363

(2) Desktops – 7010-01-464-9361 and 7010-01-464-9346

(3) Servers – 7035-01-464-9367 and 7035-01-464-9366

d. ID

(1) Laptops – 10621A and 10623A

(2) Desktops – 10625A and 10624A

(3) Servers – 10622A and 10620A

e. Stores Account Code: 3 (in all cases).

f. Unit of Issue. Each (in all cases).

g. Unit Cost. Current market value (in all cases).

h. Support Costs. Maintenance support costs are covered by a warranty unless the system is damaged from abuse or neglect. Keep-alive batteries are long life and relatively inexpensive. The life cycle for rechargeable batteries for laptops is dependent upon use, but have a relatively long life cycle. Recordable media, floppy disks and re-writable compact disks, use is wholly dependent upon local tempo of operations. Therefore, annual support costs per system per year are minimal and not readily estimated except by the unit personnel.

i. Physical Characteristics

(1) The operational and storage shipping configurations are as follows:

	<u>Operational Configuration</u>	<u>Storage and Shipping Configuration</u>
<u>Length:</u>	The computer system setup	The computer systems may be
<u>Width:</u>	in the operational environment	packaged in various ways, ranging
<u>Height:</u>	is user variable.	from original shipping boxes to unit

Square:  
Cube:  
Weight:  
Stowage:

provided rugged commercial  
 containers to custom-built embarkation  
 boxes

(2) A listing of components of each system is presented in Appendices C through H.

j. Petroleum, Oil, and Lubricants. N/A.

k. Equipment Density. Normal density.

l. Readiness Reporting. N/A.

m. Power Requirements. Each computer has an internal keep-alive battery that is a sealed lithium carbon monofluoride button cell. Laptops have a removable sealed lithium-ion battery. In all cases, external alternating current electrical power is sourced from commercial grade, single phase, 60 cycle, pooled resources:

(1) Laptops: 100 watts nominal or rechargeable (internal) battery.

(2) Workstations: 500 watts nominal.

(3) Servers: 800 watts nominal.

n. Associated Weapon Systems and Equipment. N/A.

### 3. Fielding Methodology

a. General Fielding Plan. Table of equipment (T/E) allowances have been developed by Marine Corps Combat Development Command (MCCDC) (Total Force Structure Division) and entered into the Logistics Management Information System (LMIS) as “planned” allowances. Annually, the PM IT staff personnel will use an automated tool to determine the quantity and type (i.e., desktops and laptops) of computer hardware to be purchased. A percentage of each unit’s allowance will be purchased each year. This percentage is based on available funding and other factors. Each unit’s “planned” allowance will be reduced accordingly and the quantity thus reduced will become “actual” allowances. Alternately, assets may be sent to major commands and for distribution as the commanders so deem appropriate. The commanders will return unit T/E allowance information to the PM IT for changes to the equipment allowance file. Unit allowances for each type of equipment will be reflected in the unit’s equipment allowance file. The quantity of equipment issued each year is dependent upon several factors, some of which are fluid. Consequently, an annual issue quantity will not be announced until after funds are available at the beginning of each FY. Appendix A of this document does not reflect planned allowances, however, current information about relevant TAMCN allowances may be found at the following web address:

<http://www.mccdc.usmc.mil/tfsd/tfsd.html>

A materiel fielding team will not be used. Out-of-box failures will be reported via established procedures (i.e., warranty claim). Non-receipt of all components of a system or receipt of an incorrect configuration will be reported to the designated command point of contact (POC) for resolution. The command POC will either direct the owning unit to coordinate directly with the hardware supplier or conduct the coordination to resolve the matter. The command POC will inform the MCHS Modernization Project Officer, refer to Paragraph 1b of this document, of the incident. A quick-reaction response team, managed by the PM IT, will be on-call to respond to unforeseen problems, on a scale as appropriate to each situation.

b. Method of Fielding. Assets will be direct-shipped from the manufacturer to shipping addresses provided by major command points of contact for further distribution in accordance with the annual general fielding plan. Unit supply requisitions will not be submitted. Deliveries will begin in the first quarter of each FY with the preponderance being delivered the second and third quarters, finishing up early in the fourth quarter.

c. Fielding Responsibilities. N/A (because a materiel fielding team is not being employed).

#### 4. Logistics Support

a. Maintenance Support. The planned life cycle for MCHS products is five years. The equipment will be purchased with a minimum three year warranty. As presently planned, an extended maintenance agreement, centrally funded by the Commander, Marine Corps Systems Command (COMMARCORSSYSCOM), will be established for the final two years of the life cycle. Details of the extended maintenance process for the final two years of the life cycle will be provided in the next version of this document.

(1) Maintenance Concept. The MCHS maintenance concept was developed using standard Marine Corps levels and echelons of maintenance. Support is provided by using a mix of organic and commercial services. During the warranty period, any part of the system that becomes defective through normal operation should be returned to the appropriate warranty service provider. For units of the Marine Forces, the return of the defective item must be accomplished via the supporting organic maintenance activity. A warranty label on the major component(s) of the system will identify the source of warranty support. Repair charges for damaged items deemed outside the warranty coverage will be borne by the using unit (refer to Subparagraph (b) following).

Line replaceable units (LRU) are identified as system components (i.e., CPU, laptop, monitor, keyboard, mouse, and cables).

Shop replaceable units (SRU) are identified as internal circuit cards and modules that do not require soldering operations to remove.

Each CPU, laptop, and monitor has a label reflecting warranty-related information. Refer to Appendix I, Paragraph 1.7 for specific data elements on the label.



DURING WARRANTY PERIOD

Marine Forces:

(a) Organizational Maintenance (First and Second Echelons). The MCHS operator is responsible for performing first echelon maintenance. The operator performs care and cleaning tasks and troubleshoots the system to the LRU. Equipment record jackets should be established in accordance with current instructions. The record jacket should reflect the appropriate system components as reflected in Appendices C through H. An inoperative LRU, or the entire system if the defective LRU can not be isolated, is inducted into the supporting second echelon shop. Second echelon maintenance on MCHS hardware is performed by military occupational specialties (MOSs) 2821, 2818, or 4066 (or the equivalent 0651 when established).

- Verify or isolate to the faulty LRU.
- Evacuate the inoperative LRU to the supporting maintenance facility.

(b) Intermediate Maintenance (Third and Fourth Echelons). At this level of maintenance, the computer maintainer: verifies LRUs and, if qualified, may repair CPUs, laptops, and monitors by removal and replacement of SRUs; and initiates warranty claims. Submission of a Recoverable Item Report, document identifier code WIR, is not required when initiating a warranty claim. Maintenance at this level is performed by MOSs 2821 and 2818. Repair of LRUs by removal and replacement of SRUs is authorized only for qualified personnel. Qualified personnel are those individuals who have successfully completed the original equipment manufacturer's (OEM) qualification criteria and work at an authorized warranty maintenance site.

- Verify inoperative LRU.
- Initiate warranty claim action (refer to Warranty Claim Procedures, paragraph 4j(6) following).

OR

If the maintenance activity is an authorized warranty maintenance site<sup>1</sup> (NOTE: Warranty maintenance sites are not an agent of the vendor, contractual warranty response and equipment turnaround times are not applicable to Marine Corps maintenance activities nor are they required to repair equipment for other than their mission-related customers.):

- Troubleshoot the LRU to a defective SRU.
- Initiate warranty claim action (the warranty service provider will validate the diagnosis and ship a replacement part within 48 hours, excluding weekends and national holidays).

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<sup>1</sup> For FY00, a warranty maintenance test site will be selected to validate the concept and to develop processes and procedures. The test site will be established and monitored via informal coordination and communications. In FY01 action will be initiated to certify those MARFOR maintenance activities identified in the CMC Washington DC "Interim Computer Maintenance Policy" naval message of 101235Z Dec 98. The COMMARCORSYSCOM (PM IT) will fund for and coordinate the actions necessary to achieve and maintain certification at these sites.

### **CAUTION**

**Authority to access internal components (SRUs) is subject to availability of an electrostatic discharge (ESD) safe workstation. Failure to properly use ESD safe procedures may result in immediate or delayed catastrophic piece-part failure and/or degraded LRU performance detectable only during special or peak equipment performance.**

### **NOTE**

Items damaged by misuse or abuse may be returned to service by repair as required at I-Level. Such repair would be locally funded. However, warranty eligibility may be forfeited depending on the extent of repair required, quality of the repair work performed, or if repair parts are other than those approved by the warranty service provider. The warranty service provider may be contacted via the hotline telephone number reflected on the warranty label. Repair parts may be purchased directly from the OEM or via the MCHS blanket purchase agreement (BPA).

(c) D-Level. Depot-level repairs and refurbishment are not performed on MCHS hardware. However, under warranty, a contractor (usually the OEM, but may be reseller or third party) performs repair actions at no additional cost to the Government at a special repair facility. Contract warranty provisions (refer to Appendix I) stipulate equipment repair turnaround time and on-call labor response times.

- Refer to Appendix J for warranty issue reporting procedures. A warranty issue is defined as a breach of the contract warranty service provisions. For example, the contract requires the warranty service provider to have a field service technician at the Government site no later than the next business day after receipt of a warranty claim (national holidays and weekends excluded). If the technician does not arrive within the specified time and the Government customer has not approved a delay, a breach of the contract warranty service provisions has occurred. The warranty service provisions are contained in Appendix I hereto.
- Refer to Appendix K for warranty repair disagreement reporting procedures. A warranty repair disagreement could occur if a Government customer submits an inoperative item for warranty repair and the warranty service provider subsequently notifies the customer that the required repair is not covered under warranty. If the customer does not concur, then the process defined in the referenced appendix is to be followed.

### **MARINE CORPS RESERVE UNITS**

- Using units authorized to perform communications-electronics maintenance should contact the warranty service provider for warranty support.
- All other using units should access warranty support via the supporting maintenance activity.

### **SUPPORTING ESTABLISHMENT**

- The equipment operator should follow local standing operating procedures for obtaining support for computer system problems.
- The supporting information systems personnel should contact the warranty service provider for warranty support.

- Optionally, the local information systems manager may take action to qualify individuals to perform warranty repairs. The local unit must fund for the training to qualify individuals in the performance of warranty maintenance. The local unit must fund for repair part if the repair is not covered by warranty.

### POST-WARRANTY PERIOD

For all: Post-warranty support plans will be presented in future editions of this document.

(c) Depot Maintenance (Fifth Echelon). N/A. There is no requirement for organic depot maintenance support for MCHS products.

(d) Technical Support. Technical support services are available on a pay-as-you-go basis. The services range from network engineering to field service technician. The requesting organization must furnish funding and a detailed statement of work. Contact the MCHS APML, listed in Paragraph 1b of this document, for specifics and assistance. A minimum 30 day lead time is required to obtain these services.

(2) Calibration Requirements. N/A.

#### b. Contractor Support Requirements

(1) Interim Contractor Support (ICS). N/A.

(2) Depot Support. N/A.

#### c. Manpower, Personnel, and Training

(1) Personnel Requirements

(a) Operators. MCHS computer requirements and T/E allowances have been developed by MCCDC to support existing billets.

(b) Maintainers. The fielding of MCHS computers does not create a requirement for additional maintainers or a change in the training provided to the maintainers. Although, the on-hand inventory is not well documented, the overall consensus is that a like quantity of new systems will replace existing systems. In fact, the fielding of new, more reliable, better supported computer systems will bring the maintenance workload more in line with the occupational field capability. Further, the level of repairs being performed (from piece-part repair on currently fielded systems to assembly/module replacement on the new MCHS equipment) will additionally lighten the maintainer's workload.

(2) Training Requirements

(a) New Equipment Training. N/A.

(b) Formal Schools

1 Operator Training. N/A.

2 Maintenance Training. MOS producing schools for computer maintainers have been in existence for several years. The periodic evaluation that is conducted to ascertain the effectiveness of course curriculum content will be used to determine the need for changes in the MOS producing school for computer maintenance.

(c) Individual Training Standards. No changes required.

(3) Training Support Items. PM IT has requested funds for FY00 to upgrade the computer systems classrooms for MOSs 2818 and 2821. If these funds are authorized, coordination will be effected with school personnel to purchase the required computer hardware.

d. Supply Support

(1) Initial Supply Support. The PM IT will not centrally purchase or catalog spares. This decision was based on factors such as the dynamics of computer technology, the density of equipment (that allows flexibility in locally reassigning assets), and non-critical employment of the equipment. However, commands desiring to purchase spares should contact the MCHS WSM listed in Paragraph 1b (of this document) for assistance. On-hand allowances of spares and accountability are a local command responsibility. A minimum 90-day lead-time is required for the purchase and delivery of spares.

(2) Follow-On Supply Support. Paragraph 4a(1)(b) authorizes items damaged by misuse or abuse to be repaired a I-Level maintenance during the warranty period. System components and repair parts used for non-warranty repairs during the warranty period must be warranty service provider-approved. Approval may be obtained by calling the applicable warranty service provider's hotline. This process ensures that equipment warranty remains in effect and that equipment remains reliable and performs properly. System components and repair parts are available for purchase on the MCHS BPA used to purchase the original computer systems. Contact the MCHS WSM or the APLM IT for assistance.

e. Support Equipment

(1) Special Tools. N/A.

(2) Common Tools. The following item, in-use and available in sufficient quantities, is required at organizational and intermediate levels of maintenance: Tool Kit, Electronic Equipment, TAMCN A7900.

(3) Special Purpose Test Equipment. N/A.

(4) General Purpose Test Equipment. The following item, in-use and available in sufficient quantities, is required at organizational and intermediate levels of maintenance; Multimeter, TAMCN H7017. The following items, in-use and available in sufficient quantities, are required at

the I-level of maintenance: Workstation Kit, ESD Control, TAMCN H7299 or equivalent and (at authorized warranty maintenance sites only) Computer, Test Set TAMCN H7924.

(5) Application Program Sets and Test Program Sets. N/A.

(6) Other Support Equipment. N/A.

f. Technical Publications. Each computer system will be delivered with a complete set of commercial documentation. Specific content varies with each vendor. These documents will not be cataloged into the publications control system. Spare publications will not be purchased for stockage. Such publications are routinely available for downloading, including updates, from the vendor's web site. It is strongly recommended that each receiving unit provide one or more set(s) of publications to their information technology support personnel. Military style technical manuals (TMs) will not be produced.

g. Computer Resources Support. N/A.

h. Facilities. The MCHS fielding has no impact on Marine Corps facilities.

i. Packaging, Handling, Storage and Transportation

(1) Packaging. Equipment evacuated to the supporting maintenance facility should be packaged to provide protection from damage in-transit. Repaired equipment being returned from the warranty service provider for immediate use shall be packaged in accordance with ASTM D 3951-98. Packaging of lithium batteries will be in accordance with Technical Bulletin (TB) 43-0134, Battery Disposition and Disposal. Electronic equipment susceptible to damage from ESD, i.e., printed circuit cards, will be stored and shipped in electrostatic free protective wrapping. The Marine Corps Supply Instruction, SI-4400-15/5, and Technical Instruction TI-4400-15/1A, provide instruction on the packaging, handling, storage and transportation of ESD sensitive devices.

(2) Handling. There are no special handling procedures for MCHS equipment.

(3) Storage. Equipment must be stored indoors, in an environment adequate to protect electronic equipment from adverse weather and pilferage. There is no reasonable expectation of a requirement for long term storage of MCHS computers.

(4) Transportation. Individual components of the systems are man portable. There are no restrictions on methods of transportation and no special in-transit security requirements. If a computer system is used to host classified application specific software, follow local standing operating procedures for security of classified material for in-transit safeguards. When suitably packaged, the MCHS equipment is transportable worldwide by highway, rail, air, marine and amphibious shipping and landing craft.

j. Warranties

(1) Type and Length. Computer systems fielded under the modernization program are covered by a performance, materials, and workmanship warranty. The warranty also covers all failures that occur during normal operation of the system. This is not a zero defects warranty. Failures are expected. However, acceptable system performance has been assured by purchasing equipment from reputable sources and by placing performance-oriented logistics support requirements in the contract. All systems are covered by a minimum three year warranty. The warranty expiration date is noted on a label placed on the CPU, monitor and laptop.

(2) Coverage. All components and accessories, including cables, keyboards, pointing devices, and batteries, of each system are covered by the warranty.

(3) Warranty Administrator. The Warranty Administrator (WA) for MCHS equipment has been assigned in Code 843-3, Life Cycle Management Center, Albany, GA.

(4) Warranty Administration Responsibilities

(a) Warranty Support Provider. For clarity, understanding, and future reference, the warranty-related requirements language that is part of each MCHS BPA (a contractual instrument) used to acquire MCHS products for FY00 is presented in Appendix I. The warranty support provisions presented in Appendix I are minimum requirements. The following vendors have offered the indicated enhancements above the minimum, at no extra cost:

- Inacom Government Systems, Inc provides year-one on-call labor (Continental United States (CONUS) only) for desktops and laptops. Outside Continental United States (OCONUS) service is at the minimum requirement of mail-back/carry-in with a maximum of 72 hours of in-plant turnaround. (Warranty years two and three(for CONUS) remain mail-back/carry-in with a maximum of 72-hour in-plant turnaround.)
- Dell Marketing, L.P. provides on-call labor (CONUS only) for the entire three year warranty period for desktops and laptops.
- Micron Government Computer Systems, Inc provides 24-hour in-plant turnaround for laptops.

(b) WA. The WA is responsible for coordinating unresolved warranty issues between warranty coordinators and the vendors. Additionally, the WA will ensure that warranty coordinators from the user community are provided current information relative to warranty procedures and related matters. The WA will keep the contracting officer informed of the status of any such issues, requesting assistance to resolve issues when necessary. Unresolved warranty issues between the vendors and the warranty coordinators will be forwarded to:

LIFE CYCLE MANAGEMENT CENTER  
ATTN CODE 843-3  
814 RADFORD BOULEVARD  
ALBANY GA 31704-0320  
DSN: 567-6550/1, COM: (912) 439-6550/1, FAX: x5498  
Email: mbmatcom843-3mchs@mcsc.usmc.mil

(c) Field Units. Major commands should assign a command warranty coordinator who will ensure that warranty coordinators from the maintenance support community are appointed as required. These maintenance support community warranty coordinators are authorized to conduct warranty actions with vendors; however, warranty issues will be reported to the command warranty coordinator for resolution. The command warranty coordinator will inform the Marine Corps WA of any issues under discussion with vendors and report details of any issues that cannot be resolved at the major command level.

(5) Special Handling. N/A.

(6) Warranty Claim Procedures

(a) Customer

1 Maintenance activities will use the Warranty HOTLINE to report equipment failures. The vendor will attempt to resolve the problem during this mandatory contact. If a warranted item must be returned for repair, the vendor will assign a return material authorization (RMA) number for tracking and accountability purposes. The vendor will provide return shipping and marking instructions. Units are responsible for properly packaging equipment to be returned for warranty repair. Warranted items will not be submitted to the vendor for repair prior to the HOTLINE contact.

2 Warranty claims, regardless of place of origin, must go through the HOTLINE number on the hardware label. Vendors supplying MCHS hardware have warranty repair centers throughout the world. For example, CompUSA has over 200 CONUS retail stores that provide a warranty repair service. However, access to these stores for warranty repair service must be via the central HOTLINE vice walk-in. This process exists because of a requirement to collect data on vendor performance.

3 An Inspection/Repair Tag, Form NAVMC 1018, must accompany failed equipment submitted for warranty repair. Symptoms of the failure presented in a clear, concise manner on the NAVMC 1018 will facilitate repair of the equipment. THE RMA NUMBER MUST BE CITED ON THE NAVMC 1018.

4 Customers must not “load up” one item of hardware with SRUs from other failed items. This practice prevents an enterprise-level assessment of equipment reliability and severely damages Government and vendor relationships.

5 The customer must be prepared to provide the delivery order number, machine type/model number, and equipment serial number at the time of calling the HOTLINE. This information can be found on the warranty label affixed to the CPU, laptop, and monitor.

6 The Government (local command) is responsible for the cost of returning an inoperative item to the warranty service provider’s repair center (when a mail-back/carry-in service is being used).

7 Submission of a document identifier code WIR is not required when returning items for repair by the warranty service provider.

(b) Warranty Support Provider. The warranty service provider is responsible for:

- A Marine Corps-unique telephone HOTLINE service, 24 hours per day, seven days per week.
- A web page that addresses warranty support matters, including OCONUS HOTLINE telephone numbers and answers to frequently asked questions.
- A help desk service. The help desk service must: 1) provide answers to general hardware issues, 2) validate results of the caller's troubleshooting efforts, 3) document the warranty claim sufficiently to provide a call log summary, 4) issue a return material incident number and a ship-to address, if required, and 5) initiate action to dispatch on-call services, if appropriate. (NOTE: The help desk services do not include support for network services or software applications.)
- Problem call logs to the PM IT and to the MCHS WSM on a monthly basis. (NOTE: These logs will be used to monitor adverse equipment performance trends and to gauge the performance of the warranty service provider.)
- Return transportation for repaired items using the same or faster mode and priority as the customer used to send in the item.

(7) Warranty Issue Reporting Procedures. Refer to Appendix J.

(8) Warranty Repair Disagreement Reporting Procedures. Refer to Appendix K.

(9) Warranty Label. Refer to Appendix I, Paragraph 1.7 for label data elements.

k. System Safety and Hazardous Material. System safety and health hazards have all been eliminated or reduced to a low risk level and there is no significant impact upon the environment. Each system is UL® approved and complies with applicable Federal Communications Commission rules. Disposal of keep-alive batteries and rechargeable batteries will be accomplished in accordance with the current instructions in TB 43-0134, Battery Disposition and Disposal, consistent with host-nation or federal, state, and local regulations.

(1) Waivers and Plan of Action and Milestones. N/A.

## 5. Actions Required to Place Equipment In-Service

a. Gaining Commands. Comply with major command guidance for placing new equipment in-service.

(1) Acceptance Inspection. An equipment record jacket should be established and maintained in accordance with current instructions. At a minimum, an inventory should be conducted to verify that all components of each system have been received. Out-of-box failures should be reported to the warranty provider reflected on the warranty label and to the command POC. The command POC should note the issue and when the number of issues so warrant, the POC should notify the COMMARCORSYSCOM (MCHS Project Officer) for assistance in quickly resolving the issues. Inventory discrepancies should be reported to the command POC immediately upon discovery. The



command POC may initiate contact with the vendor or contact. COMMARCORSYSCOM (MCHS Project Officer) for assistance in resolution of the matter. The command is required to complete a form DD-250 as follows (blocks not listed are not applicable):

Block 1: Insert delivery order number from equipment label (or shipping documentation).

Block 6: Date

Block 7: As applicable.

Block 9: See vendor documentation or equipment label.

Block 10: COMMANDER

MARCORSYSCOM

CODE C4IIT/APMC

2033 BARNETT AVENUE

SUITE 315

QUANTICO VA 22134-5010

Block 11: See vendor documentation or equipment label.

Block 13: Your unit's mailing address.

Block 14: Gaining unit POC/Name/Rank/Title/telephone number.

Block 15: As applicable.

Block 16: Stock/part number = Manufacturer, make, model number. Description = TAMCN and NSN. Place the following statement at the bottom: "See attached spreadsheet for distribution by unit DODAAC, unit T/E number, TAMCN, and quantity for each TAMCN."

Block 17: How many did you receive?

Block 18: Each

Block 22: Date and sign. "Typed Name and Office" should state "See Block 14."

Fax the completed form to PM IT at (703) 784-5609 (DSN 278-5609) or mail to the address in block 10 above.

(2) Reporting Issue of Equipment. For FY00, the fielding plan gives major commands the flexibility of distributing equipment as they perceive the computing needs of their subordinate units. Under this methodology, major commands must feedback specific T/E distribution information to the PM IT. The requested information is: gaining unit Department of Defense Activity Address Code (DODAAC), unit T/E number, unit multiple (if other than one), and quantity issued to each unit. For multiple units with the same T/E number (e.g., infantry battalions) provide the quantity issued to each gaining unit (i.e., do not provide the total issued to all units. It is strongly recommended that each of these units must be issued an identical quantity of assets to enable accurate changes to the equipment allowance file. This information is required for each TAMCN. The PM IT will initiate action with MCCDC (Total Force Structure Division) to change planned allowances to actual. This information should be forwarded to the PM IT along with the DD-250 described in the previous subparagraph.

#### NOTE

The preceding process for changing planned allowances to actual is unique to this project. The standard method requires each gaining unit to request an allowance change (from planned to actual) upon receipt of new assets. However, for this project, large numbers of items will be force-fed to a central point for immediate redistribution. Also, equipment will be purchased over three fiscal

quarters. The concern is that relying on individual units to request changes will result in a protracted period of time requiring extensive management to accomplish the objective.

(3) Notification. There is no requirement to notify the COMMARCORSYSCOM or the Commander, MATCOM when placing the equipment in-service.

(4) Obtaining Additional Equipment. N/A.

(5) Accounting for New Assets. Accounting for new assets will be performed in accordance with the requirements of Marine Corps Order (MCO) P4400.150D and MCO P4400.82F. Gaining commands in the Supporting Establishment should load these assets to their organic property accounting records or the Defense Property Accounting System.

(6) Post-Fielding Evaluation Reporting. Post-fielding evaluation reports shall be submitted in accordance with the requirements of MCO 4105.4 and TM 4420-15/1.

(7) Materiel Defects Reporting. Quality and material deficiencies will be reported using the procedures identified in MCO 4855.10B. Reports are required only in the cases where deficiencies are beyond normal wear and tear (e.g., a system component spontaneously catches on fire). Particular attention must be given to requesting and following the disposal instructions for the defective equipment. Shipping and packaging discrepancies, for the initial shipment from the manufacturer, shall be reported in accordance with SECNAVINST 4355.18, Reporting of Item and Packaging Discrepancies.

(8) Retrograde of Existing Equipment. N/A.

(9) Obtaining Supporting Consumables. Recordable media, floppy disks and compact disks, if required, must be purchased by the using unit and are available in the supply system.

(10) Security Requirements. The equipment is subject to pilferage; therefore, physical protection should be provided accordingly.

(11) Controlled Item Reporting. MCHS equipment with "A" TAMCNs is assigned allowance control code "A" and requires reporting in accordance with MCO P4400.82, Controlled Item Management Manual.

(12) Marine Corps Ground Equipment Resource Reporting. N/A.

(13) T/E Deficiencies. Unit requisitions will not be submitted to fill T/E deficiencies. Assets force-fed by the PM IT will fill allowance requirements. Under warranty, system components that become unserviceable will be repaired or replaced via the maintenance process. System components that become inoperative due to misuse or abuse will be repaired at I-level maintenance at the owning unit's expense. For assets that are lost or stolen, contact the MCHS WSM (see Paragraph 1b for the address) for guidance and assistance.

b. MATCOM, Albany. The following unique responsibilities apply.

(1) Warranty-Related Data Collection. As a function of warranty administration, collect data on warranty issues and warranty repair disagreements, Appendices J and K apply, forwarded by field units. Provide data, as requested, to the PM IT.

(2) MCHS NSNs. Take action to assign an appropriate acquisition advice code to MCHS NSNs to indicate that the items are not available for requisition via the supply system.

(3) T/E Deficiencies. Reject unit supply requisitions for MCHS hardware. Validate using unit T/E deficiencies. Forward valid shortages to the COMMARCORSYSCOM for resolution.

(4) Disposition Instructions. Replaced computer hardware will be redistributed or disposed of in accordance with current instructions. A phase out plan will not be developed.

c. MARCORSYSCOM

(1) Authorized Warranty Maintenance Sites. Plan, program, and budget funding for establishing and maintaining designated warranty maintenance sites.

(2) Equipment Allowance File. Upon receipt of allowance information feedback from major commands, initiate action to change planned allowances to actual.

(3) Technical and Logistics Assistance. When requested by command POCs, provide assistance in timely and effective resolution of other than isolated cases of out-of-box hardware failures and receipt of incomplete computer systems.

(4) Life Cycle Management. Maintain life cycle management of the system per MCO 4105.4, and TM 4420-15/1 as required.

(5) Fielding Schedule. Keep major command POC informed of the status of equipment shipments from the vendors.

d. Designated Software Support Activity. N/A.

e. T/E Deficiencies. Take action, within funding constraints, to fill valid unit T/E deficiencies that are forwarded by COMMATCOM, Albany. Provide feedback to that command regarding the planned action.

Appendix A: List of Allowances and Delivery Schedules

Unit-level planned allowances have been entered into the LMIS by Code TFS, MCCDC. Subsequent changes to unit allowances or deliveries are reflected through modification of quantities in the Equipment Allowance File. Unit allowances are not specified herein due to the fielding methodology selected for the MCHS program. (Refer to Paragraph 3a of this document.) Should T/E allowances, planned or actual, be insufficient to meet mission requirements, submit TO&E modification requests to MCCDC (Code TFS) via the chain of command.

Appendix B: Schedule of Events

<u>EVENT</u>	<u>DATE</u>
1 <sup>st</sup> Quarter Delivery Order Issued	Oct 99
1 <sup>st</sup> Quarter Deliveries Begin	Dec 99
2 <sup>nd</sup> Quarter Delivery Order Issued	Jan 00
2 <sup>nd</sup> Quarter Deliveries Begin	Feb 00
3 <sup>rd</sup> Quarter Delivery Order Issued	Apr 00
3 <sup>rd</sup> Quarter Deliveries Begin	May 00
Site Visits by PM IT and MCHS Project Officer (Specific schedule will be the subject of separate correspondence.)	Nov 99-Apr 00

Appendix C: List of Components for:**Multimedia Laptop**

TAMCN:A90002B

NSN:7010-01-464-9357

Basic System Configuration:
(Vendor may provide a higher level of performance in any parameter, e.g., a higher CPU speed)
366 MHz Mobile Pentium II processor
128 MB RAM
One 3.5" 1.44 MB floppy disk drive (internal or external)
One CD-ROM XA drive, multi-session, CD-RW-compatible (internal or external)
8 GB internal EIDE hard drive
2 type II or 1 type III PCM/CIA slots
PCMCIA or internal, 56 Kbps modem.
10BASE-T/100BASE-TX PCMCIA NIC, RJ-45 connector, built-in or included
14", TFT, 1024x768 resolution
64-bit AGP, 4 MB VRAM Graphic Controller
Integrated Pointing Device
MS Windows 98, installed, include media kit and documentation
110 v AC/with DC converter and smart Lithium battery
<b>System configuration may include one or more of the following optional items:</b>
64 MB RAM Upgrade
128 MB RAM Upgrade
Super IMATION 120MB FDD (or equivalent)
User-removable, second hard drive
User-removable, second battery
Combo (RJ-45 and BNC connector) 10/100 PCMCIA NIC
2 x DVD drive (Win 98 only)
Upgrade O/S to MS Windows NT 4.0, installed, include media kit and documentation
Port Replicator
Docking Station
Carrying bag
MS OFFICE 97 Professional, installed, include media kit and documentation
MS OFFICE 97 Standard, installed, include media kit and documentation

Appendix D: List of Components for:**General Purpose Laptop**

TAMCN:A91002B

NSN:7010-01-464-9363

**Basic System Configuration:**

(Vendor may provide a higher level of performance in any parameter, e.g., a higher CPU speed)

300 MHz Mobile Pentium II processor

128 MB RAM

One 3.5" 1.44 MB floppy disk drive (internal or external)

One CD-ROM XA drive, multi-session, CD-RW-compatible (internal or external)

6 GB internal EIDE hard drive

2 type II or 1 type III PCM/CIA slots

PCMCIA or internal, 56 Kbps modem

10BASE-T/100BASE-TX PCMCIA NIC, RJ-45 connector, built-in or included

13", TFT, 800x600 resolution

64-bit AGP, 2 MB VRAM Graphic Controller

Integrated Pointing Device

MS Windows 98, installed, include media kit and documentation

110 v AC/with DC converter and smart Lithium battery

**System Configuration may include one or more of the following optional items:**

64 MB RAM Upgrade

Super IMATION 120MB FDD (or equivalent)

2 x DVD drive (Win 98 only)

Combo (RJ-45 and BNC connector) 10/100 PCMCIA NIC

User-removable, second hard drive

User-removable second battery

Docking Station

Port Replicator

Carrying bag

Upgrade O/S to MS Windows NT 4.0, installed, include media kit and documentation

MS OFFICE 97 Professional, installed, include media kit and documentation

MS OFFICE 97 Standard, installed, include media kit and documentation

Appendix E: List of Components for:**Technical Workstation**

TAMCN: A92002B

NSN: 7010-01-464-9361

Basic System Configuration:
(Vendor may provide a higher level of performance in any parameter, e.g., a higher CPU speed)
One 500 MHz Pentium III Xeon Processor installed. Expandable to two processors
512 KB L2 cache per CPU, minimum
256 MB of RAM
One Floppy drive, 3.5" 1.44MB, front accessible, installed
One CD-ROM XA drive, multi-session, CD-RW-compatible, front accessible, installed
One 9.1 GB HDD installed, 10,000 rpm, SCSI-3, maximum typical read/write time 6.2/6.8msec, configurable as a front-accessible, removable device
One 10BASE-T/100BASE-TX NIC, RJ-45 connector, built-in or installed
One 21" color monitor, <0.26mm Dot-Pitch or <0.25mm Aperture Grill Pitch, 1280 X 1024 resolution at 75Hz or greater
One 16-bit Sound Blaster Pro compatible sound card, built-in or installed
One AGP, 3-D, 64-bit, 8 MB VRAM, graphic controller, installed
Five available expansion slots (PCI/ISA) and two USB Ports, minimum
Mini-tower chassis
Keyboard & Mouse
MS Windows NT 4.0, latest service packs, installed, include media kit and documentation
<b>System Configuration may include one or more of the following optional items:</b>
128 MB RAM Upgrade
256 MB RAM Upgrade
Upgrade HDD to 18 GB SCSI-3 Hard Drive
CD-RW drive
Super IMATION 120MB FDD (or equivalent)
Configure HDD as a removable device
Front accessible 5.25" Dual PCM CIA/PC Card (Type II/III)
Upgrade to 16MB VRAM, Graphics Controller (upgrade or replace card)
External speakers, 4-watt
Combo (RJ-45 and BNC connectors) 10/100 NIC Card
MS OFFICE 97 Professional, installed, include media kit and documentation
MS OFFICE 97 Standard, installed, include media kit and documentation



## Appendix F: List of Components for:

**General Purpose Workstation**

TAMCN: A93002B

NSN: 7010-01-464-9346

**Basic System Configuration:**

(Vendor may provide a higher level of performance in any parameter, e.g., a higher CPU speed)

One 500 MHz Pentium III Processor  
 512 KB L2 cache  
 128 MB of RAM  
 One Floppy drive, 3.5" 1.44MB, front accessible  
 One CD-ROM XA drive, multi-session, CD-RW-compatible, front accessible  
 One 8.0 GB HDD  
 One 10BASE-T/100BASE-TX NIC, RJ-45 connector, built-in or installed  
 One 17" color monitor, <0.28mm Dot-Pitch or <0.25mm Aperture Grill Pitch, 1024 X 768 resolution at 75Hz or greater  
 One 16-bit Sound Blaster Pro compatible sound card, built-in or installed  
 One AGP, 3-D, 64-bit, 4 MB VRAM, graphic controller, installed  
 Three available expansion slots (PCI/ISA) and two USB Ports  
 Mini-tower chassis  
 Keyboard & Mouse  
 MS Windows 98, installed, include media kit and documentation

**System Configuration may include one or more of the following optional items:**

64 MB RAM Upgrade
128 MB RAM Upgrade
CD-RW drive
DVD ROM (For Win 98 only)
Super IMATION 120MB FDD (or equivalent)
Upgrade HDD to 13 GB
Front accessible 5.2" Dual CM CIA/PC Card (Type II/III)
Upgrade to 8 MB VRAM for graphic controller (upgrade or replace card)
Upgrade to 16 MB VRAM for graphic controller (upgrade or replace card)
External speakers, 4-watt minimum
Upgrade O/S to MS Windows NT 4.0, installed, include media kit and documentation
Configure HDD as a removable device
Combo (RJ-45 and BNC connectors) 10/100 NIC Card
MS OFFICE 97 Professional, installed, include media kit and documentation
MS OFFICE 97 Standard, installed, include media kit and documentation

Appendix G: List of Components for:**Enterprise Server**

TAMCN: A94002B

NSN:7035-01-464-9367

Basic System Configuration:
(Vendor may provide a higher level of performance in any parameter, e.g., a higher CPU speed)
Two 500 MHz Pentium III Xeon Processors installed. Expandable to at least four processors
One MB L2 cache per CPU
512 MB of RAM
One Floppy drive, 3.5" 1.44MB, front accessible
One CD-ROM XA drive, multi-session, CD-RW-compatible, front accessible
Three 18.2 GB HDDs
One dual-channel SCSI-3 RAID controller
One 10BASE-T/100BASE-TX NIC, RJ-45 connector, built-in or installed.
Two power supplies, redundant, Hot-Plug
Six available expansion slots, at least two PCI Hot-Plug
Tower chassis
Hot-Plug cooling fans
Keyboard & Mouse
MS Windows NT 4.0, Current Service Pack, (CD & hard copy documentation)
<b>System Configuration may include one or more of the following optional items:</b>
128 MB RAM Upgrade
256 MB RAM Upgrade
512 MB RAM Upgrade
Tape Drive, 4/8 GB
Tape Drive, 12/24 GB
4 GB HDD
9 GB HDD
18 GB HDD
Front accessible 5.25" dual PCM CIA/PC Type II/III card reader
15" Color Monitor
17" Color Monitor
Hot-Plug power supply
Hot-Plug cooling fan
CD-RW drive
Super IMATION 120MB FDD (or equivalent)

Appendix H: List of Components for:**Departmental Server**

TAMCN:A95002B

NSN: 7035-01-464-9366

Basic System Configuration:
(Vendor may provide a higher level of performance in any parameter, e.g., a higher CPU speed)
Two 500 MHz Pentium III Processors
512 KB L2 cache per CPU
256 MB of RAM
One Floppy drive, 3.5" 1.44MB
One CD-ROM XA drive
Three 18.2 GB HDDs
One dual-channel PCI SCSI-3 controller, built-in or installed
One 10BASE-T/100BASE-TX NIC, RJ-45 connector, built-in or installed
Two power supplies, redundant, Hot-Plug
Six available expansion slots (PCI)
Tower chassis
Keyboard & Mouse
<b>System Configuration may include one or more of the following optional items:</b>
Dual-channel SCSI-3 RAID controller
128 MB RAM Upgrade
256 MB RAM Upgrade
MS Windows NT 4.0, Current Service Pack, (CD & hard copy documentation)
CD-RW drive
Tape Drive, 4/8 GB (native/with data compression)
Tape Drive, 12/24 GB (native/with data compression)
4 GB HDD
9 GB HDD
18 GB HDD
Front accessible 5.25" dual PCM CIA/PC Type II/III card reader
15" Color Monitor
17" Color Monitor
Hot-Plug power supply
Hot-Plug or redundant cooling fan kit
Super IMATION120MB FDD (or equivalent)

Appendix I: Vendor Warranty Requirements quoted form the MCHS BPA

The following is presented as general information regarding the responsibilities that the vendors have in providing and responding to MCHS warranty provisions. Using units are encouraged to monitor the quality and responsiveness of the vendors and provide feedback to the PM IT, via the chain of command. Part I reflects those items that are provided with each hardware item purchased, including minimum warranty response and return to service times. (NOTE: Vendors may offer an increased level of support at no additional cost as part of a business strategy to make sales. Please refer to Paragraph 4j, "Warranties," of the body of this document, for the specific levels of service offered by each vendor that are above the minimum listed below (if any). Part II reflects warranty length and enhanced response times that may be elected at the time of equipment purchase.

**PART I. Standard Items Included in Each Hardware BPA Line Item Number (BLIN)**

**1.0 Warranty.** The vendor shall provide a product warranty and warranty support services, accessible worldwide, that is responsive to the following requirements:

**1.1 Warranty Length and Service.** The warranty shall begin the month the equipment is accepted by the Government. The warranty length and service provisions for each category of hardware follows:

**1.1.1 Servers.** The vendor shall, at a minimum, provide a full three year parts and on-call labor warranty on all system components.

**1.1.2 Desktops and Laptops.** The vendor shall, at a minimum, provide a full three-year, parts and labor mail-back/carry-in warranty on all system components.

**1.2 Points of Service.** Due to the deployable nature of the mission of Marine Corps units, the vendor shall consider all hardware purchases as requiring worldwide warranty support. The vendor shall identify to the Government the OCONUS points of service that demonstrate a worldwide warranty support capability. Additionally, the Marine Corps maintains major permanent installations at the following locations: Camp Lejeune, NC, Camp Pendleton, CA, Kanehoe Bay, HI, and the island of Okinawa, JA. The vendor shall identify points of service for each of these locations. The Government requires the points of service for Camp Lejeune and Camp Pendleton to be located in North Carolina and California respectively. Further, the points of service for Kanehoe Bay and Okinawa must be located in Hawaii and on the island of Okinawa respectively. Hotline telephone number(s) and mailing addresses shall be provided when identifying points of service. Points of service for other Marine Corps locations shall be accessible via telephone hotline.

**1.3 Warranty Response and Return to Service (Minimum Requirements).**

**1.3.1 On-Call for Servers.** For CONUS, a field service representative shall arrive at the Government installation no later than the next business day after receipt of a service call (excluding weekends and local national holidays). For OCONUS, a best effort to achieve a similar timeframe is required.

NSN: (Government provided via Delivery Order, numeric 16 characters)

NSN: (Bar coded)

**1.8 Warranty Registration.** The vendor shall register items into their warranty database prior to shipment to the customer. That is, submission of a warranty registration card shall not be required to obtain warranty service.

**1.9 Desktop Management Interface (DMI) Compliant.** All servers, laptop and desktop systems delivered under this contract shall be DMI, version 2.0 compliant.

**1.10 Asset Management.** Every computer must have resident on the C:\ drive a text file named "sernum.txt" with the following, comma-delimited data elements: Serial number (alpha numeric), manufacturer's name (alpha numeric), model (alpha numeric), and date of delivery (YYYY/MM).

**1.11 On-Board Diagnostics Software.** The vendor shall provide a comprehensive level 2 (L2) diagnostics software package on each system delivered under this contract. (For information, the power-on-self-test feature is considered a level 1 diagnostic aid.) The Government will use L2 diagnostics to streamline end-user support and service while decreasing the likelihood of product returns and time spent handling technical support issues. The objective of this requirement is to enable end-user support personnel to quickly identify and resolve problems caused by hardware failures and software conflicts. The diagnostics software shall: 1) feature non-interactive (automated) and interactive (requiring user input) tests, 2) be capable of running in the background of normal system operations, and 3) seamlessly share data with other applications and tools. The Government has no plans to integrate other diagnostics test tools into the vendor furnished diagnostics software.

**1.12 Warranty Administration POC.** The vendor shall provide the name, telephone number, and web address for the individual(s) authorized to provide authoritative responses to warranty administration issues to the addressees in Paragraph 5.3 below.

**2.0 Restore Compact Disk.** The vendor shall provide a compact disk containing all operating system and commercial software loaded on the original hard disk drive. This requirement does not apply to server operating systems. This compact disk simplifies re-installation of the original software image in the event of disk corruption or hard drive failure.

(NOTE: This disk is usually provided by the OEM to every commercial customer and is packed in one of the system component boxes. Only one compact disk is required per computer system.)

**3.0 Documentation.** The vendor shall provide a user's manual for each item ordered (hardware and software).

(NOTE: This manual is usually provided by the OEM to every commercial customer and is packed in one of the system component boxes. Only one user manual per item is required.)

**4.0 Failed Classified Hard Disk Drives.** Under warranty conditions, a no cost alternative is desired that permits the user to destroy the recording platter when classified data is stored on a failed hard disk drive and ship the hard disk drive carcass to the warranty provider. Other no cost alternatives for exchange of failed hard disk drives containing classified data are encouraged.

**5.0 Automated Asset Control.** The vendor shall provide Delivery Order information via email to the Government in real time mode. Real time is defined as next business day after shipping assets. Using a specialized software program, the Government will extract the data from the email to populate an asset tracking database.

5.1 Process. The process that results in the Delivery Order email and related subsequent actions follows:

Buyer has a requirement and available funding for IT procurement  
Buyer goes to web based “Buyer’s Guide” to find configuration for IT items needed  
Government contracting specialist contacts seller for quote, a Delivery Order is generated  
Seller ships assets and sends Delivery Order email to Government asset tracking POC  
Email is downloaded to “Remedy” software that in-turn populates the asset tracking database  
The database offers asset tracking data to the enterprise help desk system  
The asset tracking point of contact verifies individual Delivery Order emails through seller’s monthly Delivery Order summary report, provided in Excel spreadsheets

5.2 Required Delivery Order Information. Each Delivery Order email shall contain one row for the table heading and a row for each item shipped during the report period. The following data is required on each item shipped:

Identification number, unique to each item (i.e., serial number)  
BLIN  
Delivery Order number (Government’s)  
Ship Date (in the form YYYY/MM/DD)  
Warranty Expiration Date (in the form YYYY/MM)  
Ship to Address (Government provided via the Delivery Order)  
TAMCN (Government provided via the Delivery Order)  
NSN (Government provided via the Delivery Order)  
Buyer/Target Site (Government provided via the Delivery Order)  
Comments

5.3 Monthly Procurement Summaries. On a monthly basis, the vendor shall provide to the below authorized Government users, an Excel spreadsheet that summarizes all Delivery Orders for the period. This spreadsheet will be used as a back-up to ensure the Government receives complete asset tracking information.

COMMANDER  
ATTN C4IIT (APML-ASSET TRACKING)  
MARCORSYSCOM  
2033 BARNETT AVE. SUITE 315  
QUANTICO, VA 22134-5010  
Phone: (703) 784-5610  
Email: [asset\\_tracking@mcsc.usmc.mil](mailto:asset_tracking@mcsc.usmc.mil)

LIFE CYCLE MANAGEMENT CENTER  
ATTN CODE 843-3  
CODE 843-3  
814 RADFORD BOULEVARD  
ALBANY GA 31704-0320  
Phone: (912) 439-6550/1  
Email: [mbmatcom843-3mchs@mcsc.usmc.mil](mailto:mbmatcom843-3mchs@mcsc.usmc.mil)

## **PART II. Logistics Support Items**

### **1.0 Warranty Enhancements**

1.1 Warranty Extension. The vendor shall offer alternatives to extend the initial warranty period for year four and year five. The warranty extension alternative shall be available at the time of system purchase. Year 4 and year 5 warranty extensions shall be priced in the contract. The level of service (e.g. response time) shall be the same as provided in the initial period unless upgraded.

1.2 Warranty Service Upgrade – Servers. The vendor shall offer the following features:

1.2.1 ON-CALL LABOR: Return to service within 24 hours from the time of the hotline call, 365 days per year.

1.2.2 ON-CALL LABOR: Return to service within 4 hours from the time of the hotline call, 365 days per year.

1.2.3 PARTS ONLY: Advance ship replacement parts within 24 hours of hotline call, 365 days per year.

1.2.4 PARTS ONLY: Advance ship parts within 24 hours of hotline call, excluding local national holidays and weekends.

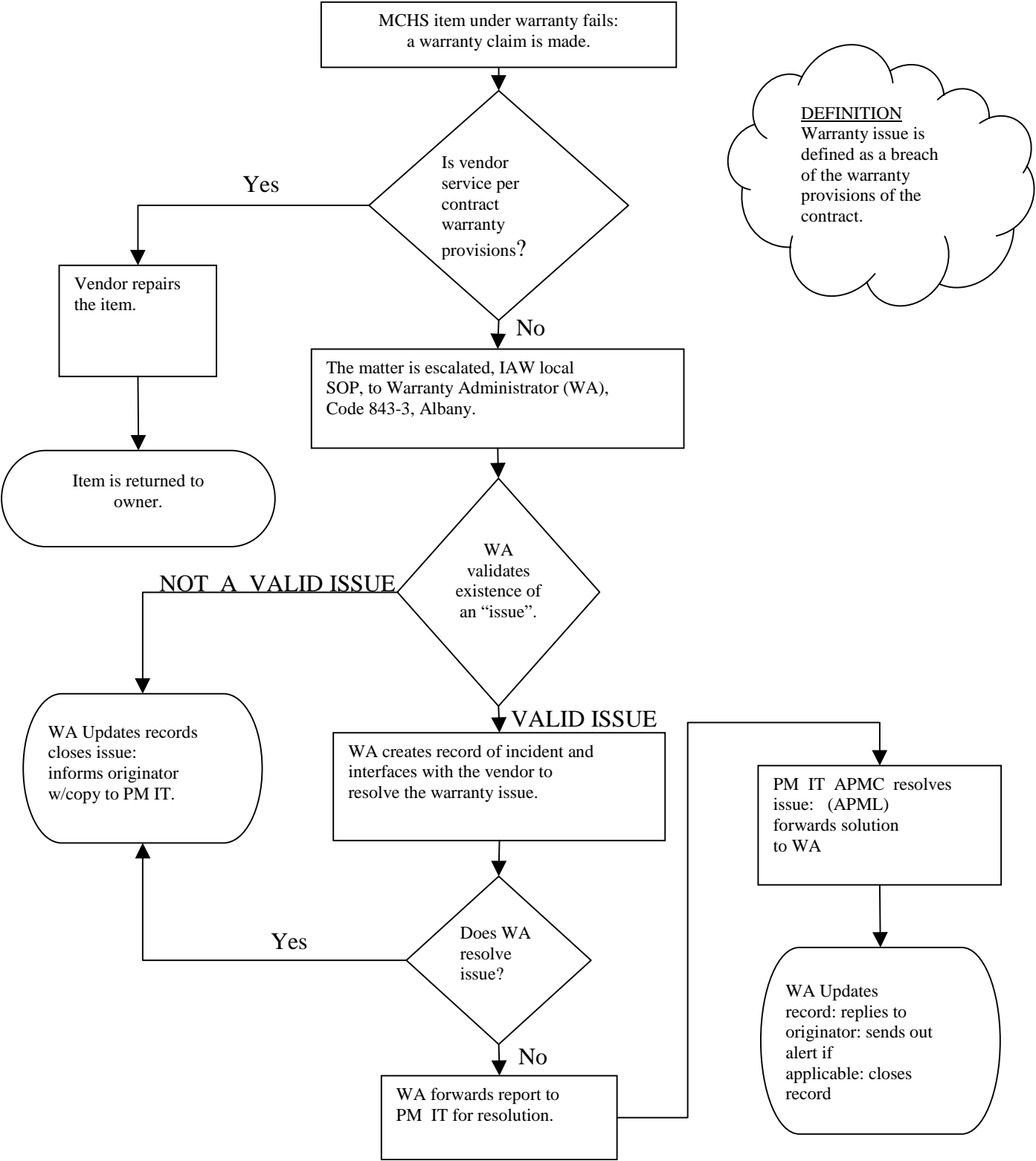
1.3 Warranty Service Upgrade – Desktops and Laptops. The vendor shall offer the following features:

1.3.1 MAIL-BACK/CARRY-IN: In-plant turnaround not to exceed 24 hours (weekends and local national holidays excluded).

1.3.2 ON-CALL LABOR: A technician arrives at the Government location no later than the next business day after hotline call: no restore to service time guarantee is required.

Appendix J

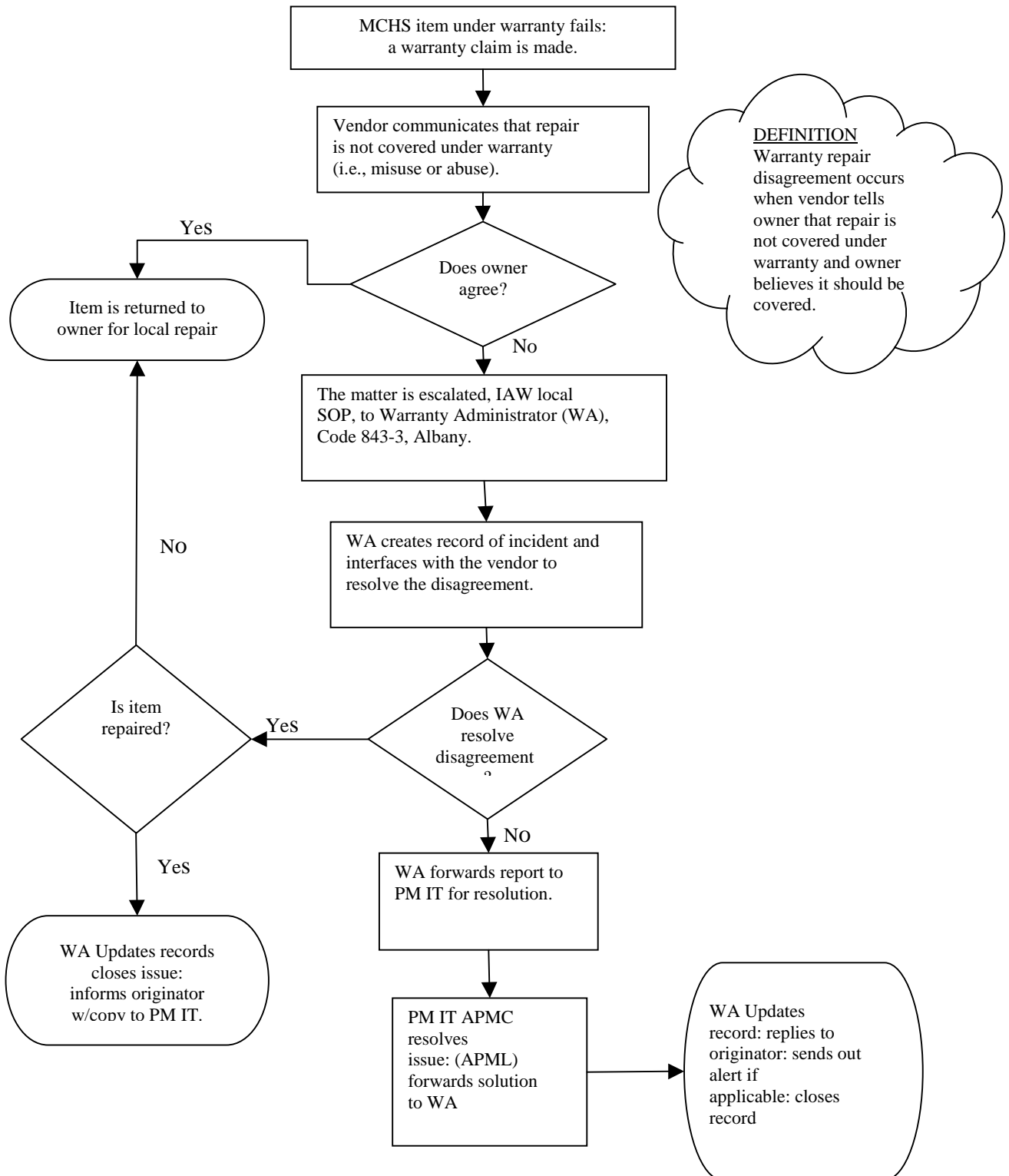
**WARRANTY ISSUE**  
**ESCALATION AND RESOLUTION PROCESS FOR MCHS EQUIPMENT**





## Appendix K

### WARRANTY REPAIR DISAGREEMENT ESCALATION AND RESOLUTION PROCESS FOR MCHS



## Appendix L Acronym List

APML	Assistant Program Manager Logistics
BLIN	BPA Line Item Number
BPA	Blanket Purchase Agreement
CPU	Central Processing Unit
COMMARCORSSYSCOM	Commander Marine Corps Systems Command
CONUS	Continental United States
DMI	Desktop Management Interface
DODAAC	Department of Defense Activity Address Code
ESD	Electrostatic Discharge
FY	Fiscal Year
GCCS	Global Command and Control System
GP	General Purpose
ID	Item Designator
ILSO	Integrated Logistics Support Officer
IT	Information Technology
L2	Level 2
LRU	Line Replaceable Unit
MCCDC	Marine Corps Combat Development Command
MCHS	Marine Corps Common Hardware Suite
MCO	Marine Corps Order
MOS	Military Occupational Specialty
N/A	Not Applicable
NSN	National Stock Number
OCONUS	Outside Continental United States
OEM	Original Equipment Manufacturer
ORD	Operational Requirements Document
PM IT	Program Manager Information Technology Infrastructure
POC	Point of Contact

RMA	Return Material Authorization
SRU	Shop Replaceable Unit
<b>Appendix L</b> <b>Acronym List (Cont'd)</b>	
TAMCN	Table of Authorized Materiel Control Number
TB	Technical Bulletin
T/E	Table of Equipment
TFS	Total Force Structure
TM	Technical Manual
UL	Underwriters Laboratory
WA	Warranty Administrator
WSM	Weapons Systems Manager